

# Permitting Manager



**Job Code:** 2222  
**Grade:** 128  
**Reports to:** Planning & Code Administration Director  
**Salary Range:** \$48,970 - \$75,046  
**FLSA Status:** Exempt

---

## **GENERAL STATEMENT OF DUTIES**

Performs difficult professional administrative and technical work managing the development, maintenance, and operation of the permitting and licensing system/software and coordinating delivery of services to the public; coordinates administrative functions of the department; does related work as required.

## **DISTINGUISHING FEATURES OF THE CLASS**

An employee in this classification is responsible for overseeing permitting and licensing system functions and managing related software. Duties include providing training, resolving problems, coordinating the consistency of services provided, improving and streamlining processes, and leading and participating in a multi-functional team charged with providing a high caliber of customer service. The employee organizes work, sets priorities, and exercises sound, independent judgment within established guidelines. Work is performed under the general supervision of the Department Director. Supervision is exercised over permitting and other administrative staff.

## **ESSENTIAL FUNCTIONS**

Overseeing, managing, and implementing changes and upgrades to the permitting and licensing system and software; supervising and training staff; coordinating budget; gathering and analyzing data; developing and updating policies; preparing and maintaining appropriate records and files.

## **EXAMPLES OF WORK**

- Serves as system administrator for the City's permitting and licensing function; trains internal and external users, performs troubleshooting, and resolves software/hardware issues with Information Technology staff; regularly evaluates, advises, designs, updates, and implements new configurations for the permitting/licensing system/process to improve customer service, productivity, and efficiency while ensuring regulatory compliance; serves as liaison between the permitting and licensing software function and the Information Technology Department.
- Supervises, trains, and provides direction to permitting and administrative staff responsible for processing/issuing permits and licenses; establishes work priorities; coordinates efforts to expedite workflow and ensure processes are completed and fees collected in a timely fashion and in accordance with established procedures; assigns duties and reviews work for accuracy and conformity with established policies and procedures.
- Develops, prepares, and updates training and procedures materials for the permitting and licensing system.
- Administers department document retention policies in conformance with state regulations; develops and implements appropriate retention procedures.
- Manages departmental budget and coordinates all purchasing, requisitions, invoicing, and travel requests; develops operating budget annually; performs monthly audits and issues necessary financial reports.
- Develops, standardizes, and monitors policies and procedures to improve efficiency and effectiveness of operation and delivery of services; implements changes as warranted.
- Gathers and analyzes financial, statistical, and other data and creates a variety of complex reports related to departmental activities.
- Assists Department Head with development and analysis of reports including budget, zoning and City codes; and staffing.
- Coordinates various Departmental activities between the Department Head and division managers.
- Prepares and maintains necessary records and reports; ensures confidentiality of all records and information.
- Receives, investigates, and resolves or refers complaints and inquiries from customers.
- Prepares clear, concise, and accurate reports, correspondence, and other written materials.
- Performs related tasks as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Comprehensive knowledge of municipal permitting and licensing processes and systems; comprehensive knowledge of modern office practices, procedures, and equipment; thorough knowledge of departmental programs, policies, and procedures; general knowledge of City operation, administration, and budget preparation process; general knowledge of methods, principles, and techniques associated with research, data collection, and report preparation; knowledge of general accounting procedures; ability to train, supervise, coordinate, and evaluate the work of personnel engaged in a variety of activities; ability to communicate effectively, orally and in writing; ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities; ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology; ability to establish and maintain effective working relationships with business and property owners, contractors, vendors, employees, and the general public.

**MINIMUM EDUCATION AND EXPERIENCE**

Graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Management Information Systems, Computer Science, or related field, supplemented by at least five years of progressively responsible experience in permit processing and office administration/management; or any equivalent combination of education, training, and experience.

**WORK CONDITIONS**

- Sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force constantly to move objects.
- Work requires sitting, standing, walking, reaching, lifting, carrying, fingering, grasping, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurate, loudly, or quickly.
- Hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Visual acuity is required for color perception, preparing and analyzing written or computer data, operation of machines or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is not subject to adverse environmental conditions.

**WORK HOURS**

Requires a minimum of 40 hours in a standard workweek. This is a salaried position; employee is expected to work the hours necessary to satisfactorily perform the duties of the position, including working and attending meetings outside of established business hours.

**SPECIAL REQUIREMENTS**

- Possession of an appropriate driver's license valid in the State of Maryland.
- An employee in this classification is subject to random drug and alcohol testing pursuant to the City of Gaithersburg's Drug-Free Workplace Policy, Drug & Alcohol Testing Procedures.

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.